DIGITAL VIDEO RECORDER

USER'S MANUAL

FOR HD DVR

Updated at MAR12, 2012

Copyright © 2012 CCTVSERVICES INC. All rights Reserved

http://www.cctvservices.net

ABOUT THE CCTV SERVICES INC DVR SYSTEM

Welcome to the CCTV SERVICES INC. Digital Video Surveillance System. Our DVR 8.0 and Full D1 HD-DVR series features recording for Cash register Interface / POS devices.

- Recording for up to eight Cash register / POS devices, system health status and configuration, multi-event recording; continuous motion detection, alarm; and scheduled recording.
- DVR 8.0 and HD-DVR, Full HD-DVR series are a high-performance, Hybrid type PC-based, easy-to-operate DVR and client application system.
- The DVR Server software runs on the DVR 8.0 Series and HD-DVR, Full HD-DVR Series DVR.
- The Client Application software runs on a personal computer (PC) and allows you to log on and operate the DVR 8.0 Series, HD-DVR, Full HD-DVR series DVR server system from your local PC.
- Fully implemented networking capabilities allow remote administration, playback, and export using the accompanying client application.
- Live viewing is supported on a variety of client platforms, Versatile high-speed search operations include time and date, event list.
- Extensive scheduling features allow customizing of weekday, weekend, and special event recording.
- CCTV SERVICES DVR 8.0, HD-DVR, Full HD-DVR series provides a graphical user interface (GUI), allowing you quick and efficient access to all setup and operations functions. Scheduled or manual backup can be performed using a number of optical, external, and mapped network drive options.

The CCTV SEVICES DVR series also supports the following PC-based applications:

- CCTV SERVICES DVR CLIENT (CMS/RMS S/W)
- CCTV SERVICES DVR BACKUP S/W and VIEWER.

COPYRIGHT © 2007~2012 & TRADEMARKS

The contents of this manual may not be copied or reproduced in any manner or form without the prior written consent of CCTV Services, Inc.

• CCTVSERVICES and DVR 8.0 Series®, HD-DVR Series® and Full HD-DVR Series® DVR systems are CCTV Services, Inc. Trademarks.

• CRI (Cash Register Interface) and DTVS (Data Transaction Verification System) s/w is a CCTV Services, Inc. Trademarks.

IMPORTANT INFORMATION

Before proceeding, please read and observe all instructions and warnings contained in this manual. Retain this manual with the original bill of sale for future reference and, if necessary, warranty service. When unpacking your digital recorder, check for missing or damaged items. If any item is missing, or if damage is evident, DO NOT INSTALL OR OPERATE THIS PRODUCT. Contact your dealer for assistance.

WARNING

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. DO NOT INSERT ANY METALLIC OBJECT THROUGH VENTILATION GRILLS.

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK.
DO NOT REMOVE COVER(OR BACK).
NO USER-SERVICEABLE PARTS INSIDE.
REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

All specifications are subject to change without notice.

Copyright © CCTV Services Inc. All rights reserved.

Contents

ABOUT THE CCTV SERVICES INC DVR SYSTEM 2
COPYRIGHT & TRADEMARKS..... 2
IMPORTANT INFORMATION 2
WARNNING..... 2

MAIN SCREEN DESCRIPTION..... **4**
SEARCH(RETRIEVAL OF RECORDED IMAGE). **8**
PERFORMING EXPORT **15**
MANUAL BACKUP..... **17**
CONCURRENT BACKUP **18**
USING CD/DVD BURNING TOOLS **19**
BACKUP VIEWER **20**

FAQ 22
WARRANTY 23

Copyright © CCTV Services Inc. All rights reserved.

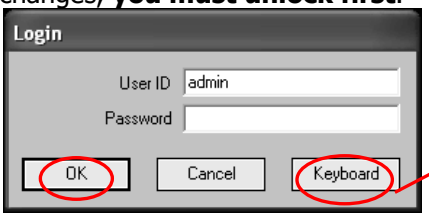
MAIN SCREEN DESCRIPTION

DVR program starts automatically once the system powers up, the following Main screen appears after the system booting process.

LOGIN TO DVR MAIN SCREEN

LOGGING IN TO DVR	
Description	To access the features of the CCTV SERVICES INC DVR, you must log in with a valid user name and password.

LOCK is setup to prevent from unauthorized operation, For use front button and setup changes, **you must unlock first**.



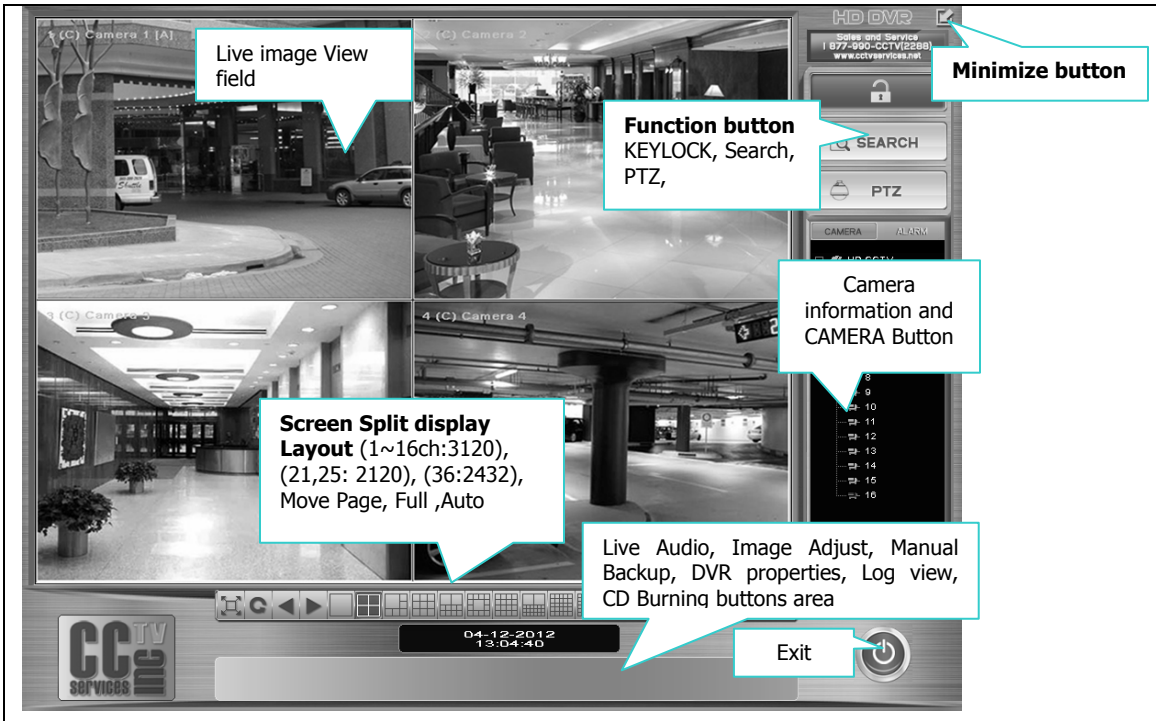
- The built in Administrator user ID: **admin**, Password: **1111.**
- Added default Administrator user, **ID: 195, 393 / Password: 195. 393**

User authentications prompt appear after clicking on the UNLOCK button,
Fill in the ID, Password, and then click on the OK button to log in.

- To operate and configure all but the most basic features of the CCTV SERVICES DVR, you must be assigned an Administrator user account.
- User authentications prompt will be appearing when you access the below functions,

Changing SETUP values / Independent SEARCH, PTZ control, Front SPLIT buttons, Additional FUNCTION buttons, Making initial file system (and adding HDD)

UNDERSTANDING THE MAIN SCREEN



Copyright © CCTV Services Inc. All rights reserved.

SCREEN SPLIT BUTTON	
	1 CAMERA SCREEN: This Button will change the cameras in the main viewing area so there is only a single view of one camera. This can be done in one of two ways; 1) By double clicking an image in any multi screen in the main viewing area, and 2) by clicking an image one time so it is highlighted RED, then clicking the single camera select.
	4 CAMERA SCREEN: This button will show 4 cameras in the main viewing area. It can show either cameras 1-4 (quad A), 5-8 (quad B), 9-12 (quad C), or 13-16(quad D) at one time. To select which 4 multi screen is viewed; click any camera number in the camera select section. For example, if the either 1, 2, 3, or 4 is pressed quad A will be displayed, if 5, 6, 7, or 8 is pressed quad B will be displayed and so on.
	6 CAMERA SCREEN: This button will show 6 cameras at one time in the main viewing area. It will display cameras 1-6 or any cameras that the user chooses to drag into a camera display box.
	9 CAMERA SCREEN: This button will show 9 cameras at one time in the main viewing area. It will display cameras 1-10 or any cameras that the user chooses to drag into a camera display box.
	10 CAMERA SCREEN: This button will show 10 cameras at one time in the main viewing area. It will display cameras 1-10 or any cameras that the user chooses to drag into a camera display box
	13 CAMERA SCREEN: This button will show 13 cameras at one time in the main viewing area. It will display cameras 1-13 or any cameras that the user chooses to drag into a camera display box
	16 CAMERA SCREEN:_This button will show 16 cameras at one time in the main viewing area. It will display cameras 1-16 or any cameras that the user chooses to drag into a camera display box.
	20 CAMERA SCREEN:_This button will show 20 cameras at one time in the main viewing area. It will display cameras 1-20 or any cameras that the user chooses to drag into a camera display box.(This multi screen for 2120, 2432 V8.0)
	25 CAMERA SCREEN:_This button will show 25 cameras at one time in the main viewing area. It will display cameras 1-25 or any cameras that the user chooses to drag into a camera display box.(This multi screen for 2432V8.0)
	36 CAMERA SCREEN:_This button will show 36 cameras at one time in the main viewing area. It will display cameras 1-36 or any cameras that the user chooses to drag into a camera display box.(This multi screen for 2432 V8.0)
According to used Board Model, some buttons are not active. (Ex, When using 4ch Board, 6, 9, 10, 16 screen layout icons are not active.)	
AUTO SEQUENCING BUTTON	
	AUTO SEQUENCE: Pressing the Auto button will sequentially switch the camera views for preset time intervals. The single auto mode is used for monitoring a single screen. The camera displayed in the main viewing area will automatically sequence. You can do this for 1, 4, 6 and 9, 10 camera views.
PREVIOUS & NEXT SCREEN BUTTON	
	PREVIUOS: Show the PREVIOUS channel (in one channel) or previous screen division (in 4 channels or others) EX) When users see camera 2 on full screen, it goes to camera 1. When seeing 5~8 (Quad Mode), it goes to 1~4 (Quad Mode).
	NEXT: Show the NEXT channel (in one channel) or next screen division (in 4 channels or others) EX) When users see camera 1 on full screen, it goes to camera 2. When seeing 1~4(Quad Mode), it goes to 5~8(Quad Mode).

Copyright © CCTV Services Inc. All rights reserved.

FULL SCREEN BUTTON:	
	FULL SCREEN: This button will make the main viewing area the entire screen. In other words the entire computer monitor will display the cameras only. The toolbar buttons will not be displayed again until the left mouse button is clicked anywhere on the screen. Providing more screen area to display image.

Double click anywhere on the screen to show previous screen with interface.

Quick change from split screen to a single screen	
Step1	While on multiple screen view, double click LEFT mouse button on the desired camera to quickly change to SINGLE camera screen.
Step2	When double-click the LEFT mouse button on the SINGLE camera Screen, it becomes to previous screen.
Splits screen	Double-Click the LEFT mouse button: Change to one Screen.
One Screen	Double-Click the LEFT mouse button: Return to previous splits Screen.

VIRTUAL DISPLAY MATRIX

Choose the one of screen first, and then the chosen screen can be moved to the location of the screen.
Click and hold the left mouse button and then dreg the mouse pointer in the direction you want to move camera.
Release the mouse button when you have repositioned the camera to the desired location.

This does not influence the recording; it just changes the position shown in the Screen splits. It is Virtual Display Change.

DIGITAL ZOOM ON THE MAIN SCREEN

Digital Zoom, When clicking One Channel popup, you can see 16:9 Live screen popup.
Digital zoom for certain area is available by dragging

Copyright © CCTV Services Inc. All rights reserved.

ON SCREEN DISPLAY(OSD) INFORMATION

The OSD consists of camera Number, Description, Recording status, PTZ and Audio that is superimposed on each pane.

- **CAMERA NO** : Shows camera number in that channel
- **Recording Status**: [R] Recording, [C] Continuous Recording, [M]Motion Recording, [S] Sensor Recording, [C&E]Continuous & Event Recording, [S&M] Sensor & Motion Recording

- **Camera Name (Description)** : Shows the Name of each channel
- **PTZ**: When **PTZ** camera is connected and setup, [P] is shown.
- **Audio**: When **Audio** is connected, [A] is shown.
  - ✔ **Red Border Line** : When **Event** is setup in each channel, it shows Red Border Line in that channel.

FUNCTION BUTTON

SEARCH	SEARCH button: This button is pressed to view images that were recorded onto the hard disk drive. Pressing the search button will open another program on top of the Freedom Systems live viewing so the cameras are still recording.
LOCK	LOCKED button: In order to use windows functions after starting the system, first enable (unlock) the windows function keys in the DVR system.
PTZ	PTZ button: This button is only for use with pan tilt zoom cameras. If your system has a PTZ camera select it in the main viewing area by either watching it in the 1 camera mode, or selecting it in any multi screen with the RED highlight.

1. Select channel No, just clicking on **left / right(◄ ►)** button.
2. Control using below buttons.

[Control Buttons]

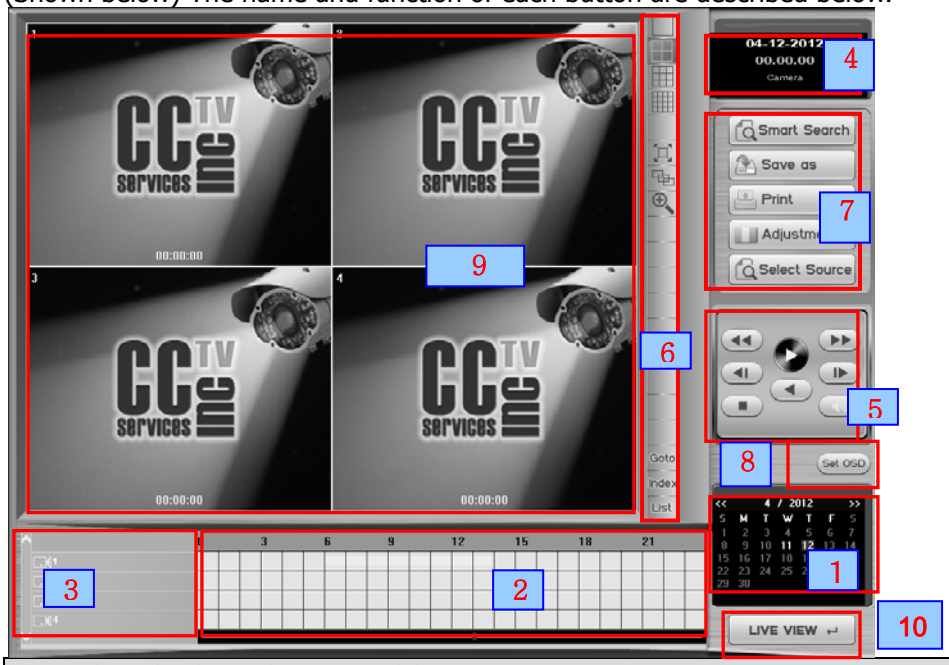
- Camera Power On/Off. / Light On/Off / Auxiliary Power On/Off.
- PTZ Direction Control Panel.
- Auto-Pan On/Off.
- PTZ Camera Selection.
- Focus Button.
- Zoom Button
- Iris Button.
- Speed up/down Button
- PRESET Button. / PRESET Setup Button
- TOURING button / TOURING SETUP button
- SCAN GROUP Button / SCAN GROUP Setup Button

Copyright © CCTV Services Inc. All rights reserved.

SEARCH(RETRIE THE RECORDED DATA)

UNDERSTANDING SEARCH SCREEN

Enters the search mode and opens the Search SCREEN, providing access to search features.
When click on the SEARCH button in the Viewing Main Screen, Search screen will appear.
(Shown below) The name and function of each button are described below.



INTRODUCE SEARCH MAIN SCREEN	
1. Recorded data Information Calendar	The calendar is how the date you wish to view is selected. The days that are YELLOW, are days that have video footage. The days that are WHITE are days without any video footage. The arrows on the sides of the month are to select different months and years. *Note: The single arrow changes the month and the double arrow changes the year. If a date contains recorded data, the date will be displayed **YELLOW,** No Recorded Data: **WHITE,** Current Date: **RED**
2. Recorded image Time Line Table	The Timeline Table gives a brief overview as to where motion was recorded throughout the day. The green lines correspond to what time of day footage was recorded. In order to locate the footage you are trying to find, simply click on the green line that corresponds to the appropriate camera and time. * Notice that every green line is for a different camera and the clock represents military time format. **[Color for each Recorded Mode]** White: No Data Green: Continuous Recorded Data Yellow: Motion Recorded Data Orange: Sensor Recorded Data Blue: Continuous & Event Recorded Data Pink: Sensor & Motion Recorded Data ✔ Each Dark Color means Recorded with Audio
3. CAMERA SCROLL and Camera Label	This scroll bar and Camera label will show the other cameras on the system. Click and hold the tab, then drag up and down to show the remainder of the cameras.
4. Information	It shows the information of recorded data.

Copyright © CCTV Services Inc. All rights reserved.

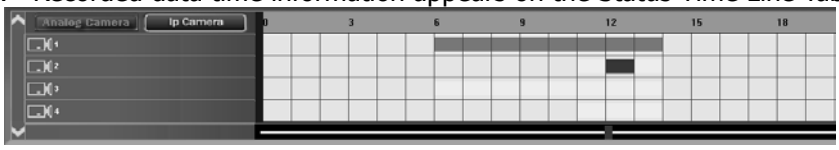
Window	Time/Date/File Size/Recording Mode
5. Playback Control Panel	The play button will begin the playing of the video from where you have selected on the camera time line. Forward Play, reverse play, forward Play by Frame, revere Play by frame, peed up/down, Stop, Audio play
6. SPLITS, PANORAMA, PARTIAL ZOOM, FULL SCREEN PLAY, GOTO, INDEX, INDEX LIST button	**SINGLE** button: The single icon is for reviewing only one camera at a time. **MULTI** button (4/9/16): gives you the ability to view 4, 9, or 16 cameras in playback at the same time. Click the each button to playback 4 cameras, 9 cameras, 16 cameras. Note: The camera in the top left corner will be the first camera selected. The subsequent cameras will automatically fill-in in numerical order. **PANORAMA**: Panorama button is a playback feature that shows the motion of a single camera in nine individual frames, one frame at a time. To use this feature, click panorama button, then play. Note: You can also change the playback speed when using this feature. **ZOOM**: Specific areas may be selectively "zoomed" by holding the right-click of the mouse, and dragging it to create a red box, will effectively magnify the red box to the full screen **INDEX, INDEX LIST**: The Search allows you to bookmark a video region fo r one camera and apply that book marked time window to multiple. **GOTO**: The GOTO button will go to the playing position of the video from where you have selected camera, recorded date and time.
7. FUNCTIOIN Buttons	**Smart Search**, **Print**, Save As, Color Adjust , SELECT SOURCE **SELECT SOURCE**: Select the Storage drive of recorded data. Update all recorded image and reload
8. OSD POSITION button	**OSD POSITION**: You can change the OSD position with Setup button
9. Image display Window	If you double the click the picture, the size will increase. You can continue to double click the picture until you reach its maximum size.
10. Exit button	**EXIT**: The EXIT button will take you back to live viewing mode. The DVR will continue recording while you are searching recorded images in the Search mode.

SINGLE CAMERA PLAYBACK

Description	Recorded video can be played back one channel at a time on the screen. Like live video, recorded video is viewed from the camera view window on the screen.

When click on the SEARCH button in the DVR main screen,
The Search Main screen will appear on to screen. (Shown below)
To Retrieval Recorded data, do the following:

a. Choose the Existing Recorded data information indicated on the Calendar.
b. Recorded data time information appears on the Status Time Line Table.



Names of each camera are displayed in the CAM1 - CAM16 areas on the status Time table.

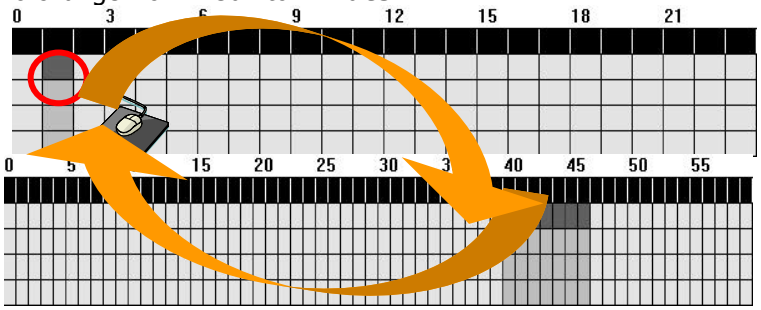
c. Click on the **Up/Down** button on the left side, and choose the camera you wish to view.
d. Click on the **Time Line** in the playback Time Line.
The **Yellow** color Changes to **RED** color in the chosen hour area in the Playback Time Line
e. Display the recorded image data on to screen according to chosen hour on the Time Table.
f. Click on the Play button to playback in the Play button panel, play back the video on the Window.

Copyright © CCTV Services Inc. All rights reserved.

Hour/Minute Table

In Hour zone, **Red Line** is shown by 3 hours for easy checking, and In **Min** zone, **Red** Line is shown by 5 minutes as well.

To change from **Hour** to **Minute:**



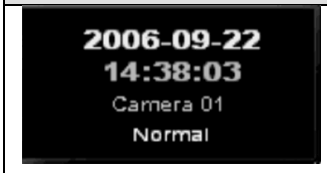
Hour to Minute: Double-clicking right mouse on the **Hour** playback time line to change from hour intervals to minute intervals.

Minute to Hour: Double-clicking right mouse on the minute playback time line to change from minute intervals to hour intervals.

AUDIO PLAY AT THE RETRIEVAL IMAGE

	PLAY button: The play button will begin the playing of the video from where you have selected on the camera timeline. REVERSE PLAY button: This button is to play the video footage in reverse
	5sec PLAY button: The play button will begin the playing of the video from 5 second ago where you have selected on the camera timeline.
	STOP button: Clicking the stop button stops the footage AND brings the timeline back to where the video was started. For example, if you start playing at 4 PM and click stop when the timeline hits 5 PM; the red timeline bar will return to 4 PM.
	SPEED DOWN button: When Clicking button, the footage will play slower down from faster play, the PLAY goes slower down to 2/4/8 times after Speed **Up max** maximum 8X.
	SPEED UP button: When Clicking button, the footage will play faster first click 2x up, next click 4x up, next click 8x up from normal play. (R,x2,x4,x8).
	PREVIOUS PLAY button: This button allows you to manually view frame by frame backward. To use this feature you must click the icon every time you want to change the frame 1 frame down
	NEXT PLAY button: This button will allow you to view the recorded data one frame at a time. In order to use this feature, you must click this icon every time you want to move one frame forward
	Sound play button: Sound playback at a playback the recorded image data.

INFORMATION WINDOW



This shows the Y/M/D and H/M/S of recorded Data in searching, and Camera Name, Recorded Mode as well.

Normal(R)	Continuous REC	Normal & Event	Continuous & Event REC
Motion(R)	Motion REC	Sensor & Motion	Sensor & Motion REC
Sensor(R)	Sensor REC		

Copyright © CCTV Services Inc. All rights reserved.

PANORAMA PLAYBACK

Description	PANORAMA a playback feature that shows the motion of a single camera in 4' 9, or 16 individual frames, one frame at a time.
Step1	To use this feature, Step 1~5 is the same as one channel SEARCH. (To do the same thing to Hour/Min Zone Search)
Step2	Click on the PANORAMA button.

MULTIPLE SPLIT PLAYBACK

Description	Users can search and playback multi-channel data
	MULTI button (4/9/16) gives you the ability to view 4, 9, or 16 cameras in playback at the same time. Click the each button to playback 4 cameras, 9 cameras, 16 cameras.
	Click on the PLAY button after chosen Splits button. (4/9/16). Multiple modes will be playback. (Shown below)

QUICK SEARCH

Description	**Quick Search** made for **easy and quick** search on the Main Screen w/o entering Search when users need urgent search.

To Search and Playback video using the Quick Search, do the following:

a. Click Right mouse button on the chosen camera channel.

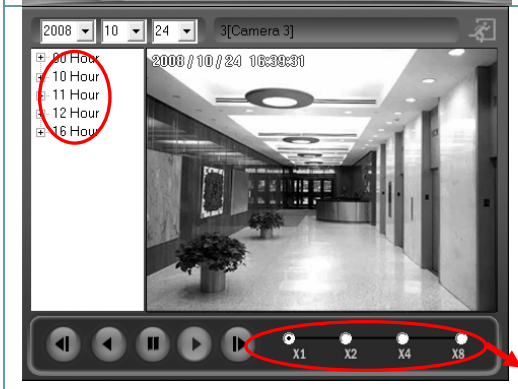
Will be appearing playback drop down menu.

b. Choose the time range to playback on drop down menu

c. Click on the chosen time range.

d. The chosen time zone will playback on the Quick Playback screen instantly.

e. Click speed up button if you need to speed up.

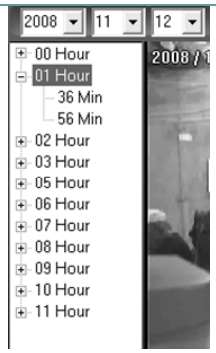


Adjust Playback speed

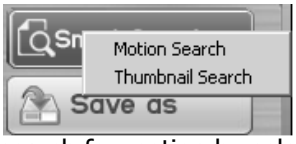
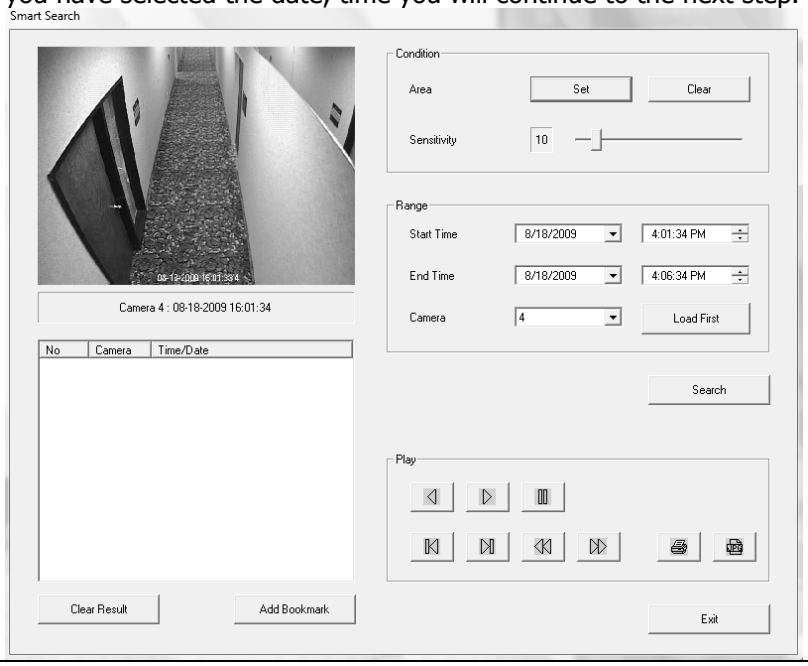
Not exist data message will appear if recorded data does not exist.(Shown above)

Copyright © CCTV Services Inc. All rights reserved.

If you need playback in others time zone, do the following:
a. Double clicking on chosen year, date and hour. (Shown right)
b. Minute drop down menu will be appearing.
c. Choose the minute time range to playback on drop down menu
e. The recorded image data will playback on the screen.
f. Click on EXIT button to close Quick search after the stop playback.

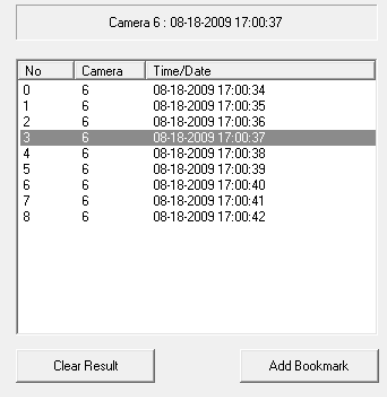


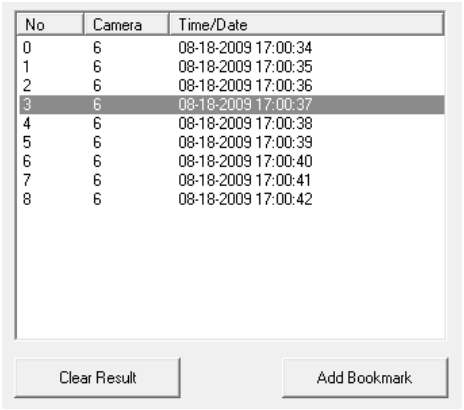
SMART SEARCH

Description	The advanced Smart Search feature is a new addition to the CCTV SERVICES INC DVR that allows a user to find a certain event of any camera at anytime by utilizing the built in smart search feature. There are two parts to this new function. The first part allows the user to define specific areas of a cameras recording and the software will analyze the footage for the time specified. They will then be able to review any motion that went on in those specific areas the user has defined. To do this, the following screenshots will assist you.
1) Step 1	To access the Motion Detection you will need to open the search feature. Once in the search feature the user will need to click on the SMART SEARCH button.  Once you have entered into Advanced Search, you will be in the Motion Detection portion of the search. From this screen, you can choose the time you want to search for motion by selecting the Date, the Start Time and End Time in chosen camera from which camera you would like watch. First, you will need to select the date from the top right that you would like. Once the date has been selected you will need to select the time. To do this, use your left mouse button and click the up and down areas by the corresponding hour and minute to determine the exact time you would like to search for chosen camera. Once you have selected the date, time you will continue to the next step. 

Copyright © CCTV Services Inc. All rights reserved.

<table>
<tr><td></td><td>Now that you have all your corresponding times, time and date selected we need to proceed and draw boxes around the areas that we would like to search for.
By holding down the left mouse button on the camera view, you draw a box over the area that would like to choose from. Once the area is chosen, a green box will appear from where you did the drawing over the picture. The following picture will show what you will be seeing.
Now that the area is selected, The picture above will show what you have just done.

Next Click on the SEARCH button to start search after chosen Search area and adjusted sensitivity.</td></tr>
<tr><td>Step 2</td><td>You will now see a detailed list of every time an object passed through the RED box.
 
</td></tr>
<tr><td>Step3</td><td>

Search finished message appear after finished search.</td></tr>
<tr><td colspan="2">To Playback from motion detected image.
1. Choose the one of date in the list field.
 

2. Click on the Add button to bookmark on to Motion Selection field.
3. Choose the listed one of bookmark in the Motion Selection field.
4. Just click on the chosen list, and then click on the Play button to playback.</td></tr>
</table>

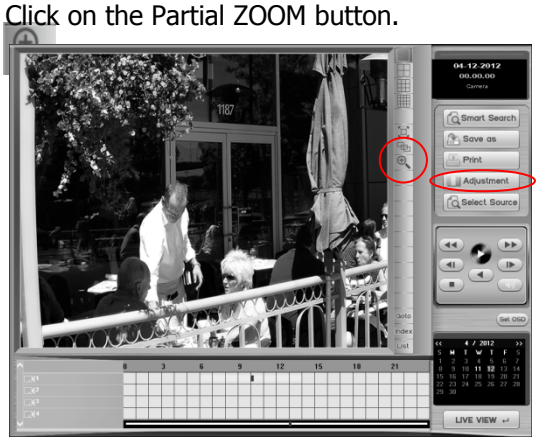
Copyright © CCTV Services Inc. All rights reserved.

If you need to Print or save JPG file, Click on Print button or JPG save button on the Play area in Smart search dialog.

ZOOMING

Description	To search wanted images easily by searching in <Enlarged> images. N.B This function is very useful in searching and finding wanted images or movement in big place.

To search wanted images easily by searching in <Enlarged> images.
Step 1~3 is the same as 1ch Search.(To do the same thing to Hour/Min Zone Search)
Click on the Partial ZOOM button.



N.B This function is very useful in searching and finding wanted images or movement in big place.

Step 1~3 is the same as 1ch Search.(To do the same thing to Hour/Min Zone Search)
Click on the Partial ZOOM button.
Another zooming by COLOR Adjust panel,
COLOR Adjust panel appears on the screen after click on the COLOR Button on the Search main window. (Shown right)

Select **Enlarged** area in the image and **Draw** the Square like left Picture.

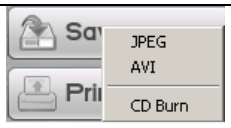
Copyright © CCTV Services Inc. All rights reserved.

FULL SCREEN PLAYBACK

Description	FULL SCREEN playback feature that display full screen image when playback the one splits mode.
FULL SCREEN button	**FULL**: The full button will make the recorded video play in full screen. Once you are done watching in full screen you must click the FULL screen button again to return to the regular search method.

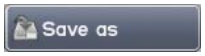
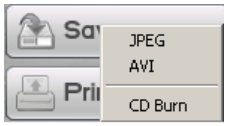
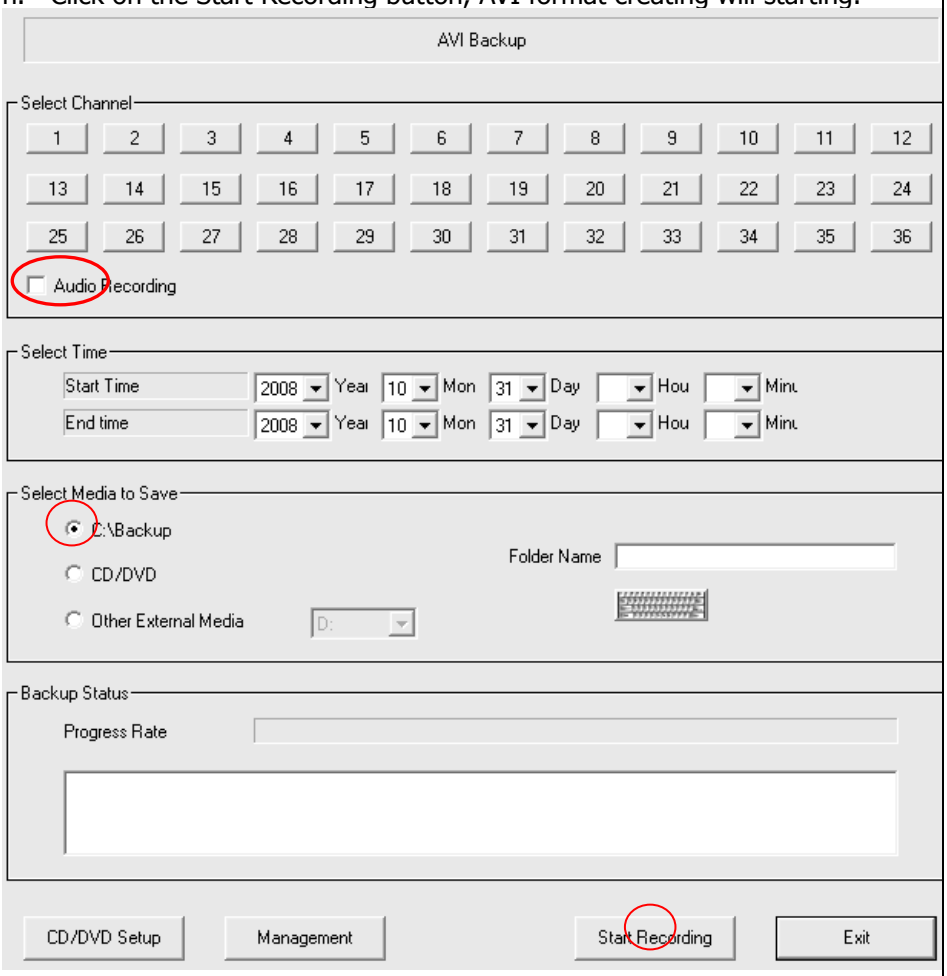
PERFORMING THE EXPORT

STILL IMAGE(JPEG,BMP) FORMAT

Description	Save current image as a bmp or JPEG format to a diskette or destination Drive DISK (including external USB Drive. DVR System can Save a images onto the HDD or FDD, USD HDD, USB stick. Saved JPG format type files have a Watermarking feature.
Step1	SAVE AS JPEG or SAVE AS AVI will be appear on to drop down menu after clicking on SAVE button. (Shown below).
Step 2	 Clicking on the SAVE as JPEG in the drop down menu.
Step3	Click on the SAVE button after choose the DISK DRIVE and SAVE Folder. (File name is made automatically, but can be changed as user wants.) A tick inside the round indicates **JPEG,** and then will save the image on to chosen Folder of Drive after **c**lick on the OK button.
Step4	JPEG file copied message will appear after the copy is done.

Copyright © CCTV Services Inc. All rights reserved.

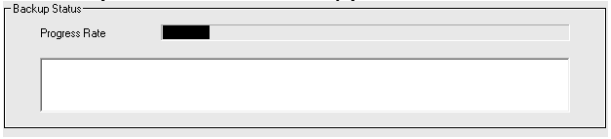
AVI VIDEO FORMAT

Description	Save is a way that you can save video the footage to hard drive so it will not be overwritten. You can then save the footage on to a compact disc, or save still images of a particular camera to a floppy disk or compact disk. To save a full motion video file follow the same step, but in the Save as type in drop down box, choose the Save as AVI.
	To the save as AVI, do the following:  a. Click on the **SAVE** button on the SEARCH Window screen. b. Choose the **Save as AVI** on the drop down menu.(Shown below) c. AVI backup dialog will appear. (Shown below) d. Choose the Camera Channel. e. Set Start Time and Set End Time. f. Click on the AUDIO RECORDING for Audio record with image. ✔ In the motion recording, audio synchronization with video automatically. Audio Synchronization cannot be perfect. g. Choose the Media to save, If you need the folder name, fill in the folder name. h. Click on the Start Recording button, AVI format creating will starting. 

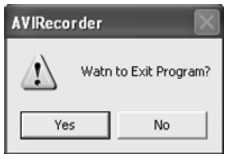
Copyright © CCTV Services Inc. All rights reserved.

AVI save sequence	**[NOTICE]** Audio Synchronization Function. Audio synchronization with Video is done automatically. But this is done when at least 1 fps is saved,. So users have to save at least 1 fps. So in Motion recording, Audio Synchronization can not be perfect.

Progress rate bar will appear after clicking on the START RECORDING button,
AVI file (full motion video clip) will save to the chosen folder.



Exit program dialog will be appearing after click on the EXIT button in the AVI Backup dialog.
Click on the YES button to exit Save as AVI.



[NOTICE]
Backup Media
1.Default: Backup in the root, C:_backup in Local HDD(Can be used again)CD/DVD: CD R/RW,DVD R/RW
2. External: Backup in USB external HDD or other external storage.
When users named the folder, all backup files are saved in the <time/date> folder when backup.
In this <time/date> folder, all backup data are saved as <time/date>.file.
3. When users did not name the folder , <time/date> folder is made and in this all data are saved , all backup data are saved as <time/date>.file.
AVI File Play
Using Window Media Player, users can play backup AVI File just double-clicking when WMP is installed in the system.

MANUAL BACKUP

Description	Users can use this to backup the data recorded in specific camera, time, and minute period with Audio.

■ It is recommended to backup the selected data (based on time, min, or specific filtered)
✔ **Available Media: HDD, DVD, DAT, CD-R/W, External USB HDD, Network Drive**
✔ When using some Backup devices, users have to use specific S.W which is supported by a device, in this case users have to install this S.W in the system. More users have to format this media first(CD-R, CD-R/W, DVD) before backup

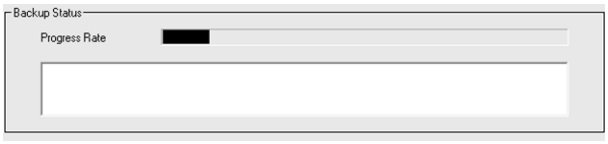
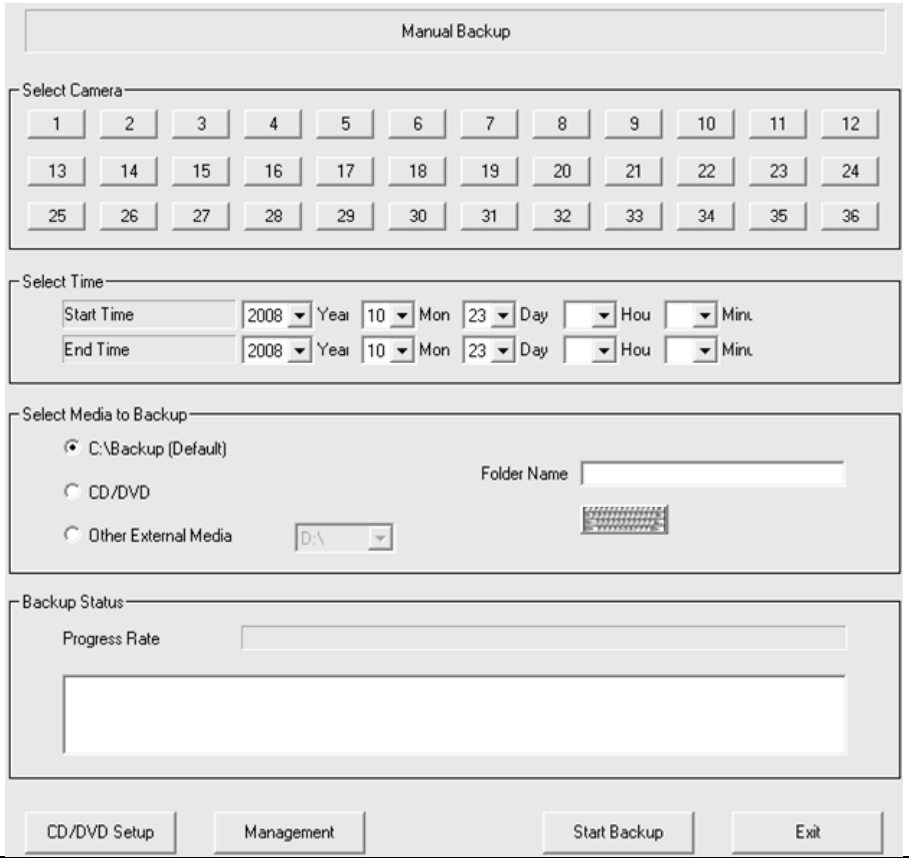
Step1 (Backup Dialog)

First Click on the **LOG&ETC** button in the Main screen.

Next, click on the **Backup** button on the other function field.
Manual backup dialog will be appear below as,

To **Manual Backup,** do the following:
a. Chose the Camera Channel.
b. Choose the Time: Set Start Time and End Time.
c. Choose the Media to Backup: Default is '_Backup Folder' in Drive C.
Backup Folder in Drive C/ CD,DVR Drive / Other External Media(USB HDD etc)
d. Fill in the folder name on to folder name area.
Message dialog appear (Shown below) if not fill in folder name.

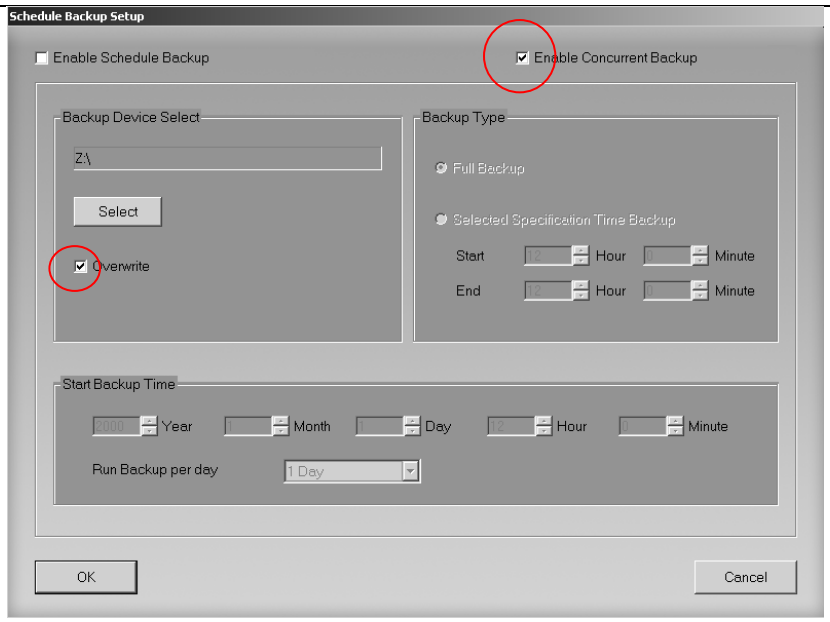
Copyright © CCTV Services Inc. All rights reserved.

	e. Backup will be progress after click on the START BACKUP button.  Backup Done message dialog appear after backup done , Will be return to Manual backup main dialog after click on the OK button on backup done dialog.(shown above) Click on the EXIT button to closing Manual backup.. 

CONCURRENT BACKUP

Description	✔ To use **Concurrent backup**, Schedule Backup(including Full Backup), users are recommended to use Big Size HDD after calculation of selected data Size. This is done by once in a day. **Concurrent** Backup is the system to backup the data at the same time when data is saved in HDD. Briefly speaking, our system saves the recorded data in selected HDD Drive (normally in D:) as ImageDB, so when users use Concurrent Backup, users can backup this recorded data in selected HDD drive at the same time as ImageDB.
Instruction	1. A tick inside the box indicates **Concurrent Backup** enabled.

Copyright © CCTV Services Inc. All rights reserved.



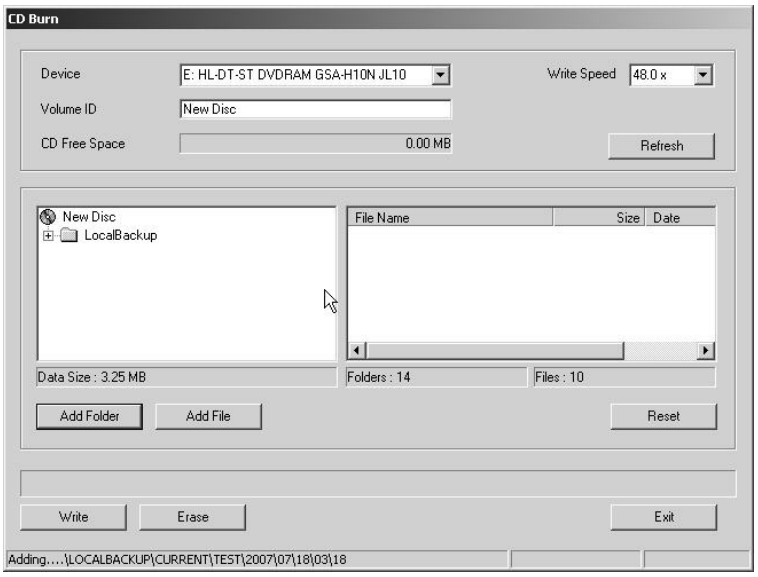
2. Click on the **Select** button and select Backup Drive.
3. A tick inside the box indicates ☐ **Overwrite** for overwriting after full in Backup Disk
4. After click on the **OK** button to exit, it automatically starts Concurrent Backup.

✔ With Backup Viewer, users can see backup data.

USING CD/DVD BURNING TOOL

CD BURN button for CD burning directly on the DVR main screen.
(To burn CD, have to save files onto HDD)

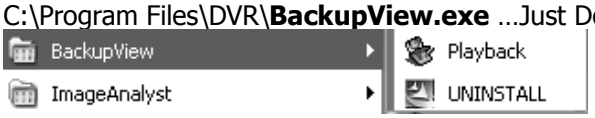
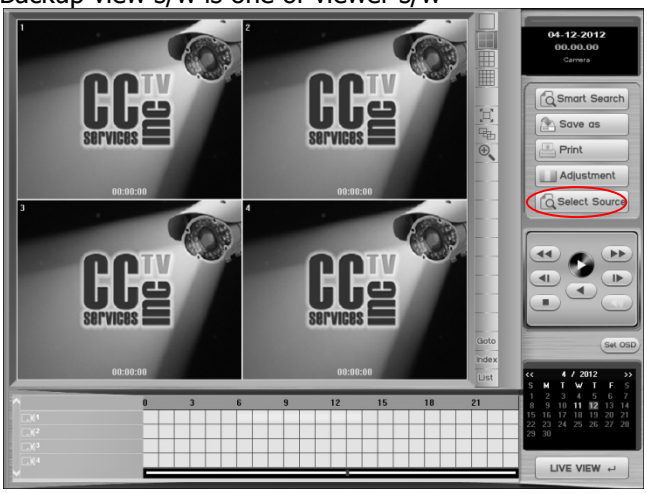
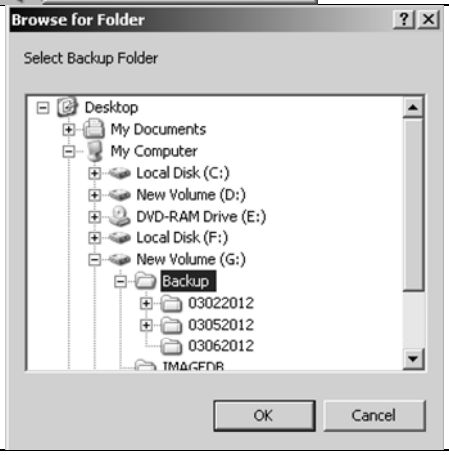
CD BURN Dialog will be appearing in the screen, when click on the Burning button in the OTHER button field. (Shown below).



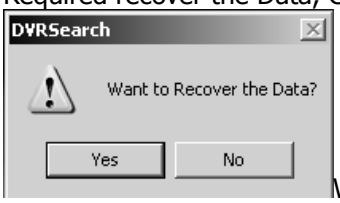
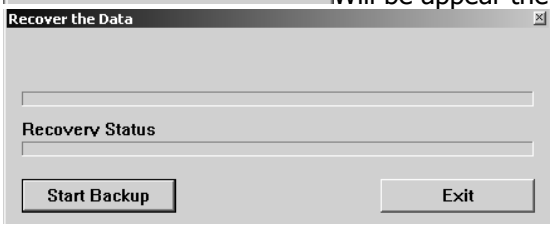
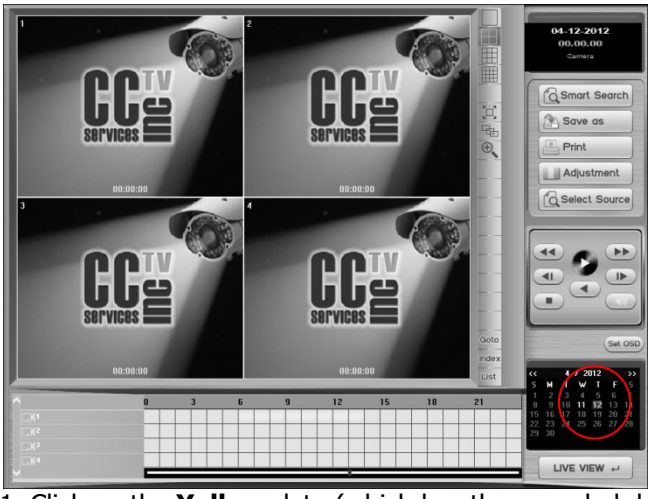
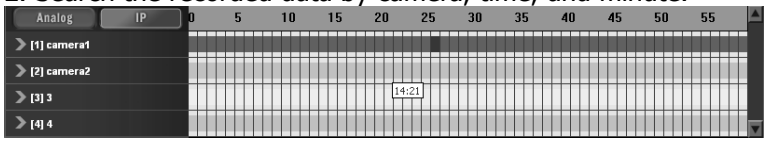
Add Folder: Adding folder on the CD.
Add File: Select the data for burning.
RESET: Clear added files or folder.
WRITE: Start Burning.
ERASE: Delete the data in CD-RW,DVD-RW media.
Use this button If not want to burning selected data.
EXIT: closing CD burn dialog.
Notice: Check the file size to burn in CD before Burn in CD and burn.

Copyright © CCTV Services Inc. All rights reserved.

BACKUP VIEWER

USING Backup Viewer	
Description	Use Backup Viewer when monitor and see AVI Backup, Manual Backup, Schedule Backup, Direct Backup, and Files Copy by Manual. ✔ Window Media Player can be used in AVI backup playing as well.
Instruction	Run 1)Start > Program > DVR >**Backup View.** Run 2) Run Backup Viewer directly. C:\Program Files\DVR**BackupView.exe** …Just Double-Click  **[NOTICE]** If not installed Backup view s/w, Please install first before using backup view. Backup view s/w is one of viewer s/w  Click on **Select Source** button for search and playback the Backup data from Backup Disk
Step1	 Users have to search and designate the Backup folder exactly. When finding, click on the **OK** button. ✔ Left Picture shows the image when click on the **search** button in Backup View S/W.

Copyright © CCTV Services Inc. All rights reserved.

Step2	For Manual Backup, users can see backup data directly on Backup Viewer without Step 3. ✔ For Schedule Backup, Concurrent Backup, and Direct Backup, and Manaul Files Copy, users have to Recovery Process (Step3) to see the data by Backup Viewer.
Step3	Required recover the Data, Click on Yes  Will be appear the Recover the data dialog.  Click on "Start Backup" button, will be Recovering the image data for playback ✔ This **Recovery** procedure needs, because in the backup process the data is saved as **Dat file** to save the backup time. To see this users have to **recover** this to see this.
Step5	Will be appear the recovered backup data on the calendar(**Yellow** date (which has the recorded data  1. Click on the **Yellow** date (which has the recorded data) in the calendar. 2. Search the recorded data by camera, time, and minute.  3. **Play** the searched data.(by click on the **play** button in 3)

Copyright © CCTV Services Inc. All rights reserved.

	When users want to search other **Backup** data, users can search this by just clicking '**Select Source**' button and do the same procedure (Step1~4) and monitor. **Details refer to 3.3.5 Select Source.**
NOTE **(Red are most FAQs)**	If not installed Backup view s/w, Please install first before using backup view. Backup view s/w is one of viewer s/w ✔ Users have to install Backup Viewer Package to see backup data in another PC ✔ In above case, when Date form is different in DVR PC , users have to change the date form the same as DVR PC. Please note that Backup folder follows the PC DVR date from.(EX. When PC DVR date form is YMD, and another PC is DMY, users can not play Backup files….users have to change date form YMD (it is backup in another PC in the date form DMY)

FAQ

Power	**<Q01> When DVR power On, Does not boot up system.**
	1. Check the connection of Power Cable. 2. Check the Voltage (115V/230V).(Switcher) 3. When using Multi-Tab, check the power and connection.
Display	**<Q02> When display is not coming.**
	1. Check the Monitors Power and DVR System Power. 2. Check the connection between DVR and Monitor. 3. Check the Brightness of Monitor.
Video	**<Q03> When Camera Images are not coming.**
	1. Check the connection of cable of Cameras and DVR board. 2. Check the Power of Camera. 3. Check the Use Camera in DEVICE Setup tab in DVR. 4. Check the Camera status whether it is normal or not.
	<Q04> When Camera image comes in B/W or abnormal (warped) status..
	1. Check the cameras status first, and change them. 2. Check the right Status of Video Type NTSC /PAL, and camera type too. Check the Set Advanced System dialog in SYSTEM Setup tab in DVR.
PTZ	**<Q05>When PTZ is not working normally.**
	1.Check the right connection of RS-422/485 converter and PAN/TILT (Please refer to PTZ H/W connection in Installation Manual) 2. Change the connection of RX-422/485 converter.
Recording	**<Q06> When <Motion Recording> is not working normally.**
	1. Check the right setup of Motion Area in Camera tab, Setup. 2. Check the right setup of Schedule of Motion Recording in Schedule of Recording. Check the Holiday setup for that date.
	<Q07> When <Sensor Recording> is not working normally.
	1. Check the connection of Sensor and Camera in <Sensor> and <Relay>. 2. Check the right Sensor type and normal connection. 3. Check the right setup of Schedule of Sensor Recording in Schedule of recording. 4. Check the <Holiday> setup for that date
Remote Search	**<Q08>When users can not Remote Search(Cant not found file system ;-1)**
	Check the RSEngine.exe running in the DVR system. If not running, Can you execute the **RSEngine.exe** on the DVR folder. Click Start > Programs > DVR > RSEngine.
Backup	**<Q09>When users can not monitor <Backup> data.**
	Check the Date Form (Y/M/D) of DVR and another PC (to monitor the Backup Data) (The Date Form(Y/M/D) has to be the same as DVR)
Print	**<Q10> When <Print> does not work normally.**

Copyright © CCTV Services Inc. All rights reserved.

	1. Check the connection of Printer and DVR and Power On/Off 2. Check the right Driver installation in PC DVR for printer. 4. Check the Default Printer Setup when several printers are used
Network	**<Q11> When Client (CMS) are not connected.**
	1. Check the Network Cable connection. 2. Check the right <IP setup> in <Network> Setup. 3. Check the <Use> of Network i in <Network> Setup.
	<Q12> When 2Way-Audio does not work normally.
	1. Check the right work of <Agent client> 2. Check the Unlock of <Blocking>(of Firewall) in window XP sp2. 3. Check the connection and setup of Microphone,

WARRANTY

CCTV SERVICES will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of one year after the date of installation or delivered.

CCTV SERVICES INC. Warranty Statement

1) CCTV Services extending this warranty only to the original purchaser.
2) This warranty only covers failures due to defects in materials and workmanship by the manufacturer.
3) The warranty does not cover damages due to normal everyday usage.
4) To obtain service the original purchaser must present a sales receipt / proof of purchase.
5) To obtain service the original purchaser must send the product/s prepaid to CCTV Services
6) Purchaser must include full name, shipping address and telephone number for our reference
7) Regarding all accessories, they are no warranty nor exchange and returns.
   There are no advanced replacements on products and defective items will be returned via our connected carrier service partner.

RMA (Return Merchandise Authorization)

If warranty repair is required, The Dealer must contact CCTVSERVICES Service provider to obtain a Return Merchandise Authorization (RMA) Number, and provide the following information.
In order to have your Merchandise repaired and/or replaced by warranty, you must contact our shipping department and obtain a RMA number. This warranty is valid for one year, starting from the original purchase date. All the parts and/or accessories that comes with the product must be sent along with the main unit. Any missing parts and/or accessories will not be accepted for warranty repair.

Please describe the problems which you have with CCTV Services product to your contact person of CCTV Services. Your contact person will immediately forward your problem to experienced CCTV Services professionals. After an internal thorough investigation with the provided description, CCTV Services professionals will decide to accept it as RMA or not and issue RMA number. If it is not the case of RMA, explanation will be followed. CCTV Services contact person will inform you of the RMA number and shipping cost if necessary, according to CCTV Services Warranty policy.

The repaired or replacement unit will be delivered to the customer by carrier service (like a UPS, DHL, FedEx).
Please make sure the return address is deliverable by oversea carrier service.
I understand that in the event my shipments the customer is responsible for all shipping and handling cost that incurs on a order place by principals or representatives in the company, either written or verbal. In the event the shipments are returned or refused by the customer, through UPS, FedEx, DHL. CCTV SERVICES IINC has the right to charge all shipping and handling costs.

Copyright © CCTV Services Inc. All rights reserved.

DIGITAL VIDEO RECORDER

CCTVSEVICES INC. DIGITAL VIDEO RECORDER *SPECIFICATIONS*

GENERAL	
Operating System	Windows 7, Vista, XP
Video Input (Camera)	8 Ch(4 + 4 IP) : 1204 , 16 Ch(16 - 4 IP) : 3120(RT-120) 20 Ch(16 + 4 IP) : 2120, 36 Ch(32 + 4 IP) : 2432 16 Ch : H4816(HD-DVR), 36 Ch: H9632(HD-DVR)
Video Output	1 XGA for PC Monitor
Spot Output (Composite)	1 Ch Switching : 1204, 2120, 4 Ch Switching : 2432 1 Ch Multiplexer : 3120 2 Ch Multiplexer : H816, H9632
Sensor Input	Optional, Max 16
Relay Output	Optional, Max 16
Audio Input	2 Ch : 2104, 2120, 3120, Optional 16Ch B/D for 3120 2'nd Edition(Mar/2012) 2120 : 4 Ch, 3120 : 16 Ch 16 Ch : 2432, H4816, 32 Ch : H9632
Control Device	Mouse, Keyboard, Virtual Keyboard
PTZ Control	RS 422/485 Converter
Archiving	USB (Stick, HDD), CD-RW, DVD-RW, SAN DISK
DISPLAY	* CIF: 352(360) x 240 * D1: 720(704) x 480
Codec	Modified MPEG 4, H/W H264(4816H, 9632H)
Resolution	720(704) X 480 , 720(704) X 240, 360(352) X 240
Live Monitoring (fps)	120@CIF: 1204, 2120, 240@CIF: 2432 480@CIF Real Time(H/W overlay): 3120 60@D1: 2432, 30@D1: 2120, 2104 480@D1: H4816, 960@D1: H9632
Recording Rate (fps)	120@CIF: 1204, 2120, 3120, 240@CIF: 2432 60@D1: 2432, 30@D1: 2120, 1204 480@D1: H4816, 960@D1: H9632,
Split Screen	1,4,6,9,10,13(H4816/H9632), 16,21,25,36

FUNCTION	
Recording Modes	Continuous, Motion, Sensor Sensor & Motion Continuous & Event
Various Smart Search	Motion,Thumbnail, Panorama
Playback Split Screen	1, 4, 9, 16, 25, 36
Playback Zoom	Yes(Partial Zooming)
Audio Record, 2wayAudio	Yes
POS, Cash Register, ATM Interface	Yes
Hybrid Support	Yes (Analog / IP camera)
Third-party Dome Protocols	Yes
Preset, Touring	Yes
Pre,Post Alarm Recording	Yes, 1~5 seconds
Image Authentication	Yes
RAID Storage	Yes
REMOTE	
View Live, Data Retrieval	Yes
Remote Setup, PTZ Control	Yes
E-mail on Alarm(Motion)	Yes
Listen to Audio	Yes,
Data backup(Export)	Yes (Jpeg, AVI)
User Authority	Yes
iPhone/iPAD, Android Client	Yes

"Microsoft and Windows are registered trademarks of Microsoft Corporation. All others company and product names may be trademarks of their respective companies"

"Design and Specifications are subject to change without notice"

Copyright © 2012 CCTVSERVICES INC. All rights Reserved

80 Smith ST Suite #6, Farmingdale N.Y 11735, Phone : 631-427-0950, 1-877-990-2288(CCTV)

http://www.cctvservices.net